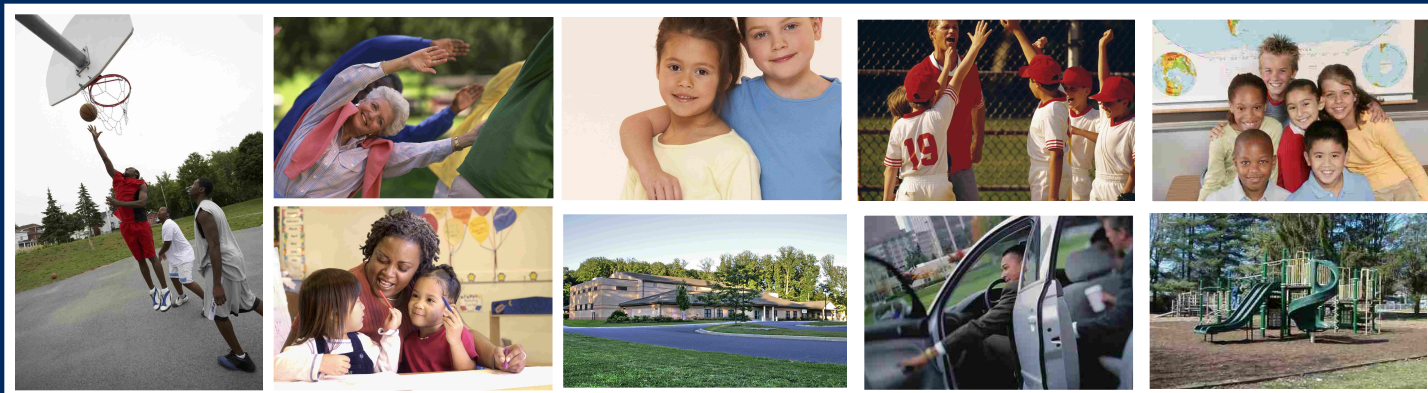


HARFORD COUNTY

2007

~Preserving Harford's past; promoting Harford's future~

DEPARTMENT OF
COMMUNITY SERVICES



David R. Craig
Harford County Executive

Mary F. Chance
*Director, Department of
Community Services*



Harford County
DEPARTMENT OF COMMUNITY SERVICES

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LETTER FROM THE DIRECTOR

The Harford County Department of Community Services works daily to connect people with the resources they need. From grant programs to community development initiatives; mentoring to working with persons with disabilities, our department strives to help each individual and family in Harford County.

My staff works daily to meet the needs of our seniors, youth, persons with disabilities, and those struggling to overcome addiction. By bringing many partners to the table, we are able to successfully create new, innovative services and expand existing programs to broaden and strengthen the services available to Harford County citizens.

In 2007 we have experienced numerous advances in our department. We have provided more than \$8 million in Community Services direct program funding, which has contributed to homeless prevention services and sheltering, drug prevention and intervention programs, activities and programs for our senior citizens, transportation, volunteer programs, and much more.

We were able to assist nearly 450 households with eviction prevention services, provide nearly 30,400 rides for disabled and elderly passengers via demand response transportation through Harford Transit and serve over 253,000 passengers on the fixed routes, fund a first-time homebuyer program to create nineteen new homeowners, and refer over 4,600 volunteers to 460 organizations in our county, to mention just a few accomplishments. As an example of how we utilize outside resources, the Office of Drug Control Policy acquired more than \$1 million in federal and state grants and donations to enhance prevention of drug and alcohol abuse in Harford County.

We invite you to review our 2007 Annual Report and discover the many ways in which the Department of Community Services is at work in our community. We remain focused on providing the best possible services for our citizens and county and continuously maintain our mission of "preserving Harford's past; promoting Harford's future."

Cordially,

David R. Craig
Harford County
Executive

Mary F. Chance
Director, Dept. of
Community Services

*~Preserving Harford's past;
promoting Harford's future~*

HIGHLIGHTS

About

Serving our **Seniors**

Serving **Those At-Risk**

Serving the **Homeless**

Serving **Affordable, Accessible and Liveable Housing**

Serving through **Community Involvement**

Serving through our **Commissions**

Serving **Transportation**

Serving our **Community** - *New Events in 2008*



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The Department of Community Services works daily to meet the needs of our citizens.



Youth under the age of 17 make up 28% of the County's population.



Harford County has approximately 63,426 households. Nearly 80% of Harford County residents are homeowners.

ABOUT

The Harford County Department of Community Services was established in 1979 via Executive Order and works daily to meet the needs of our seniors, youth, persons with disabilities and those struggling to overcome addiction. The Department works with federal, state, local and private agencies to ensure our county continues to evolve and remains dedicated to providing the best possible services for our citizens and community.



HARFORD COUNTY'S CITIZENS AT RISK...our low-income, our addicted and our homeless are the most vulnerable households in Harford County. Through each of our divisions, we work to meet the needs of our community, while developing a relationship with our citizens.

SERVING OUR SENIORS

The Department of Community Services' Office on Aging provides information and assistance to the elderly to enable them to remain independent with an enhanced quality of life.

INFORMATION AND REFERRAL SERVICES

In 2007, the Office on Aging received nearly 8,300 phone inquiries. Staff screened and assessed 339 individuals in need of assistance and provided on-going case work services to 143 frail elderly to help them remain independent in the community.

SENIOR HEALTH INSURANCE AND ASSISTANCE PROGRAM (SHIP) AND SENIOR MEDICARE PATROL (SMP)

These programs provide caregivers and Medicare beneficiaries with up-to-date information on health insurance issues affecting seniors. In 2007, presentations reaching approximately 2,555 seniors and caregivers were made to senior groups and organizations which included the following topics: Medicare Prescription Part D plans, Medicare Advantage Plans, Medigap policies, identity theft, scams, fraud and other health insurance matters of importance to seniors. SHIP responded to 1,298 telephone calls and 255 office visits.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

During 2007, the National Family Caregiver Support Program (NFCSP) received over 3,000 inquiries concerning caregiving issues. Caseworkers served 215 caregivers by providing case management, respite care, medications, rent, medical supplies and assisted transportation.

HARFORD COUNTY ADVISORY BOARD ON AGING

The Advisory Board advocates for senior programs, assists with long-range planning, sponsors an annual legislative summit and helps spread awareness of senior services.

MEDICARE WAIVER ASSISTANCE

Low-income individuals who qualify for nursing home placement can choose to receive Medicaid support to remain at home or to enter assisted living facilities instead of a nursing home. The average cost for a Harford County Medicaid Waiver client is \$30,469 annually, while the cost of care for a nursing home resident is \$62,322 annually. Currently 45 Harford County frail elders participate in the Medicaid Waiver program, saving taxpayers approximately \$1,435,385 in nursing home costs. There, clients receive ongoing case management to ensure quality care.

HARFORD COUNTY ADVISORY BOARD ON AGING

Vickie Bands
Wesley Bone
Robyn Burke
Joyce Byrd
Thomas Fender
Pat Hogan
Joyce Jordan, Chairperson
Bruce Keating
Dana Leach
Peter Panos
Sylvia Tarnove
Gina Shaffer
Suzanne Streeter

ANNUAL CAREGIVER'S CONFERENCE – "CARING FOR THOSE WHO CARE"

In partnership with the Geriatric Assistance and Information Network (GAIN), the 10th Annual Conference for Caregivers: "Caring for Those Who Care" was held on March 31, 2007. This year's conference marked the best turnout event ever with 230 caregivers in attendance. Professional speakers and over 40 sponsors from the business community, non-profit and government agencies provided key information through workshops and displays to family and friends caring for loved ones.

NUTRITION PROGRAMS

A dietician provided nutrition counseling to 133 seniors. 832 individuals received screening for nutritional risk factors. The Eating Together Program served 27,085 congregate meals to seniors. Our partnership with Meals on Wheels provided 49,716 meals for 121 homebound seniors.

GUARDIANSHIP

Through the Public Guardianship Program, the Office on Aging is responsible for making sure court-appointed frail individuals receive optimal day-to-day care, including assistance with all activities of daily living. Twenty-one individuals were served in FY07.

CLASSES

The Harford County Senior Activity Centers offer a wide variety of programs for active adults age 60 and over. Programs include fine art, dance, exercise, arts & crafts, computers, language, music and photography for seniors of all levels of ability. There are 3,953 seniors registered throughout Harford County's Senior Activity Centers.

STAYING HEALTHY

A total of 2,020 flu shots were distributed to seniors throughout Harford County's Senior Activity Centers. Through the Farmer's Market Nutrition Program, a total of 309 coupon books were given to help provide a healthy meal. Over 2,151 individuals received health screening and education services offered at the Senior Activity Centers in Harford County.

HARFORD COUNTY SENIOR ACTIVITY CENTERS

Aberdeen Senior Activity Center
7 Franklin Street, Aberdeen

Edgewood Senior Activity Center
1000 Gateway Drive, Edgewood

Highland Senior Activity Center
708 Highland Road, Street

McFaul Activities Center
525 West MacPhail, Bel Air

Havre de Grace Activities Center - new!
351 Lewis Lane, Havre de Grace

HAVRE DE GRACE ACTIVITY CENTER

The new Havre de Grace Activity Center opened its doors in March 2007 and is owned by the County. The Harford County Department of Parks and Recreation serves as the "landlord" of the building. The Activity Center houses the Havre de Grace Parks and Recreation offices, the Office on Aging Havre de Grace Senior Center and the Boys & Girls Club. A total of \$720,222 of CDBG funds went into the construction of the building. Other funding sources included the City of Havre de Grace and state and local dollars.

MARYLAND SENIOR IDOL 3RD ANNUAL

This year the Harford County Department of Community Services' Office on Aging hosted the Maryland Senior Idol vocal competition. Local auditions were held statewide for seniors age 60 and over; 17 contestants were chosen to perform at the state level competition at the Chesapeake Arts Center in Brooklyn Park, Maryland. Over 500 people were in attendance - more than in any previous year - to cheer on their friends and family.

SERVING THOSE AT RISK

ADDRESSING UNDERAGE DRINKING

1,300 students and 125 adult chaperones attended six different chemical-free post-prom/post-graduation celebrations. ODCP sponsored events throughout the county to reduce underage drinking. Parents received training concerning underage drinking and students participated in prevention activities.

THE POWER OF PEER PRESSURE TO MAKE THE RIGHT CHOICES

During 2007, ODCP worked with over 100 seventh and eighth graders at North Harford Middle School. They have formed a Traveling Acting Troup that addresses issues related to abusing tobacco, alcohol and drugs. This group of students has performed prevention programs for over 2,500 other students throughout the county. They use the power of peer pressure for other students to make the right choices. They have had their presentation recorded and it is aired over the local cable network to thousands of viewers as a Public Service Announcement (PSA).

The Department of Community Services' Office of Drug Control Policy (ODCP) promotes and provides prevention services through strategies utilizing the resources of public/private agencies and citizens.

DRUG & ALCOHOL PREVENTION PROGRAMS

ODCP continues to sponsor "Team Up for Drug Prevention." This DEA-proven program involved 812 students, 425 parents and 100 teachers and administrators.

MENTORING

175 local children have been mentored by 150 volunteers in our community. Across Ages is a special mentoring program with the Kids C.A.N. (Caring Adult Network of mentors) program that is a school- and community-based drug prevention project targeting youth ages 9-13.

The unique and highly effective feature of Across Ages is the pairing of older adult mentors (55+) with young adolescents. On May 16, 2007, 188 youth and 108 adults participated in the Kids C.A.N. mentoring celebration in recognition of the success of the county's mentoring programs.



YOUTH AT RISK PROGRAMS

The Criminal Justice Coordinating Council awarded \$75,000 to 15 community programs dedicated to assisting children and neighborhoods at-risk. All programs address drug and gang issues.

THE NEIGHBORHOOD YOUTH PANEL

is an initiative of the County Executive's Office designed to divert first- or second-time non-violent juvenile offenders from the court system by allowing them to participate in an informal hearing. The program combines Juvenile Services and community members to provide a balanced and restorative justice system. In 2007, the panels serviced 27 youth: 16 in Bel Air; five in Fallston; and six in Darlington.

In 2006, the top five zip codes for drug treatment admission were: Bel Air (473); Edgewood (259); Abingdon (225); Aberdeen (202); and Havre de Grace (139).

"PULLING TOGETHER FOR A COUNTY FREE OF DRUG ABUSE"

The Office of Drug Control Policy believes that it requires a cross

section of public and private agencies, as well as individuals, to mitigate the problems attributed to use, abuse and addiction. The role of ODCP has been to make the “impact” through innovative new programs and assisting others in developing prevention strategies while providing an ongoing core of high quality prevention services.

FEDERAL RECOGNITION

Seventy members of faith-based organizations attended a specialized training. After the training, a total of 27 faith-based organizations established prevention, intervention and treatment programs to address drug and alcohol issues for more than 27,000 members of their congregations.

In 2007, ODCP acquired \$1,011,727 in federal and state grants and donations to enhance prevention of drug and alcohol abuse in Harford County.

HARFORD COUNTY’S DRUG ADDICTION

- In 2007, 1,869 Harford County citizens were admitted to drug treatment; of those, 435 were for heroin addiction.
- 37% of all those participating in prevention programs were school-aged children. In 2007, 14,369 individuals received prevention intervention services in Harford County.
- 45% of those participating in prevention were parents or primary caregivers.

ADDITIONAL PREVENTION PROGRAMS

Members of ODCP conducted drug and alcohol prevention programs in 2007, involving 14,369 citizens of Harford County. Thirty-four of the 185 programs were recurring programs that dealt with substance abuse issues. A recurring program is at least six sessions in length and addresses a specific area of prevention.

During 2007, drug and alcohol prevention programs were presented to inmates of the Harford County Detention Center. The program’s topic was **“Commitment to Change.”** The program was successful and the warden of the detention center has asked us to expand our program to include parenting courses for female inmates.

ODCP sponsored a **“Healthy Decisions”** program for the Department of Juvenile Services. This is an ongoing weekly program that addresses the health and legal issues of alcohol and drug abuse to juveniles who have been arrested by law enforcement officials.



The Office of Drug Control Policy received a \$278,780 grant from the Office of Problem Solving Courts to support five separate drug court programs operating in Harford County.

JUVENILE DRUG COURT

This program addresses the needs of county juveniles in need of intense outpatient substance abuse treatment. The substance abuse treatment program is 12 months long and may include commitment to an inpatient facility operated by the Department of Juvenile Services.

In 2007, 43 juveniles received treatment for using marijuana, ecstasy, heroin, hallucinogens, cocaine and alcohol. 100% of the youth were back in high school full-time, employed full-time or were full-time students and employed part-time. If not for the Juvenile Drug Court, the 43 youth would have had to be detained in a juvenile facility.

D.U.I. SUBSEQUENT OFFENDER COURT

This program addresses repeat drunk driving offenders in Harford County. This project is a partnership with the District Court, States Attorney, Public Defender, Health Department, Parole & Probation and the Office of Drug Control Policy.

ODCP supplied technical assistance to the Harford County Alcohol and Drug Abuse Council that established a strategic plan for the county. That plan was sent to the Alcohol and Drug Abuse Administration for expanded and new services related to the prevention, intervention, and treatment of substance abuse.

Governor's Office of Crime Control and Prevention awarded \$201,866 to Harford County for this initiative.

The **DRUG PREVENTION SYMPOSIUM** addressed substance abuse issues in the county. Three hundred participants from the faith-based community, schools and community organizations attended the program. This year's Symposium also had a youth component that involved 25 youth leaders. Out of the 300 participants, 200 addiction

COMMUNITY PARTNERSHIPS

Aberdeen Bible Church's Inner County Outreach Program
Addiction Connections Resource (ACR)
Anna's House
Boys & Girls Club
Boy Scouts & Girl Scouts
Department of Juvenile Services
Department of Social Services
FACE-IT (Faith Activated Community Empowering Intervention Training)
Faith Partnership Council
Family and Children's Services
Harford County Health Department
Harford County Public School System
Harford County Joint Narcotics Task Force
Harford County Family Systems Reform Initiative
Harford Community Church
Harford Community College Parenting Program
Harford County Sheriff's Office
Harford County PTAs
Harford County Police Commission
John Carroll School
Maryland State Police
Mountain Christian Church
New Destiny Faith Community & Mentors
Police Athletic League (PAL) Center
Private and Home School PTAs
St. Margaret's School
United Way
Upper Chesapeake Hospital
Urban Impact
YMCA of Harford County

The **CSAFE INITIATIVE** in Edgewood provides support for addiction recovery, community enhanced policing and after-school programs within the community of Edgewood. The

counselors, social workers and school counselors received professional Continuing Education Units (CEUs) so they can maintain their state license to serve the citizens of Harford County.

RECOVERY MONTH

ODCP participated in several community activities that involved over 750 individuals celebrating recovery month.

GANG SUMMIT

ODCP, in partnership with the Harford County Sheriff's Office, hosted the Summit to develop a plan in dealing with gang issues that relate to crime and drug use.

WORKSHOPS

During 2007, 75 workshops involving 1,200 participants were presented by Dr. William Kelly, Ph.D. of the Office of Drug Control Policy. The workshops involved topics from "Cognitive Thinking" in relationships to "Errors in Thinking" to "Anger Management." The workshops took place in the local detention center and community settings. Judges in both the Circuit and District courts have mandated persons to the programs because of successes related to the training.



SERVING THE *HOMELESS*

The Community Development division believes in a continuum of care for our low-income households. The continuum of care works to build a safety net of services for those at risk of homelessness and those who are homeless in Harford County.

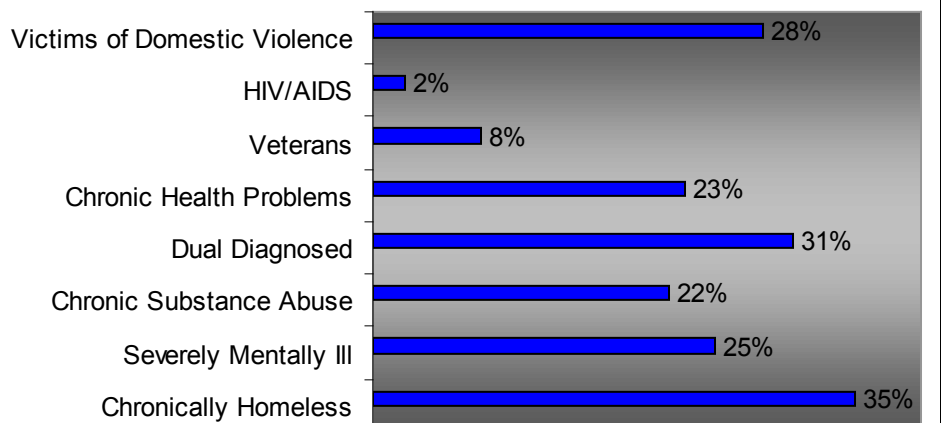
On January 30, 2007, Harford County, along with local homeless service providers, community volunteers and local police agencies, came together in a coordinated effort to conduct a one day count of homeless persons in Harford County.

Harford County conducted the count to help identify the number of homeless individuals, and to try and identify the underlying issues that have contributed to the person becoming homeless. Collecting good data, characteristics, and service needs of the homeless in our community will allow local human service providers to obtain the necessary information to effectively plan programs to eradicate homelessness in our community.

HARFORD COUNTY'S HOMELESS

In 2007, Harford County provided 1,060 people with 42,454 emergency shelter or transitional bed nights. That means a homeless individual stayed an average of 40 nights in a sheltering program. A one day census of homeless families showed that 23% were homeless children and 28% (including children) were victims of domestic violence. The homeless one day census occurred in January 2007.

Primary Characteristics of Homeless Individuals



Individuals may present with multiple characteristics

SHELTERS FUNDED BY HARFORD COUNTY

PROGRAM	PROGRAM TYPE	NUMBER OF BEDS
FCCAU	EMERGENCY - OVERNIGHT	28
SARC – DOMESTIC VIOLENCE SHELTER	EMERGENCY	28
ANNA’S HOUSE	TRANSITIONAL	16
HARFORD FAMILY HOUSE	TRANSITIONAL	25
HOMECOMING PROJECT	TRANSITIONAL	8
ALLIANCE	PERMANENT SUPPORTIVE	21
ANNA’S HOUSE	PERMANENT SUPPORTIVE	24
HARFORD FAMILY HOUSE	PERMANENT SUPPORTIVE	22
TOTALS		172

EVICTIION PREVENTION

447 households received eviction prevention services in 2007 with funding of \$159,223. Local non-profits assisted in the monthly rental and mortgage payments, security deposits and first month’s rent for these low-income households.

ROUNDTABLE PARTNERS

The Harford Roundtable works to provide a Continuum of Care for our low-income households in Harford County.

State Government Agencies
Local Government Agencies
Law Enforcement/Corrections
Non-Profit Organizations
Faith-Based Organizations
Fundors/Advocacy Groups
Hospitals/Medical
Representatives
Businesses (Banks/Developers)

EMERGENCY FOOD

Through The Emergency Food Assistance Program (TEFAP) Grant, 230,210 pounds of food, valued at over \$164,430 was distributed in 2007, serving 9,622 households.

SHELTERING

In 2007, operational funds were provided to the following local shelters:

- **Alliance** (chronically homeless individual men & women) – **21** beds
- **Anna’s House** (single women & women with children) – **16** beds
- **FCCAU Emergency Shelter** (homeless individual men & women, and homeless families) – **28** beds
- **Harford Family House** (homeless intact families with children-at least 1 adult member w/disability) – **25** beds
- **Homecoming** (transitional housing for women)– **8** beds
- **SARC** (domestic violence emergency shelter for women & children) – **28** beds

While in sheltering programs, homeless individuals and families are also provided with case management, education, job readiness training, employment assistance, and life skills development to aid transitioning from homelessness to self-sufficiency.



CHURCH MATCH

Each year the Harford County Department of Community Services matches \$25,000 of local church donations to benefit the Harford County Department of Social Services Emergency Housing & Utility Program. The program uses the funding to help low-income citizens avoid homelessness through rental and utility assistance. The program also works with the homeless in our community offering crisis assistance such as motel sheltering, transportation vouchers, and financial assistance under \$25.

FAST FACT: HOMELESS STREET OUTREACH

More than 40 homeless service providers and community volunteers came together to conduct the street outreach for the one-day homeless count. There were 5 teams surveying homeless living outside in pre-identified areas throughout the county.

The teams of volunteers took along bagged lunches, bags of toiletry items, coats, scarves, hats, gloves, warm blankets, hot coffee, and fast food vouchers to offer anyone encountered. All these items were donated by individual citizens, local churches and local businesses in our community.

All homeless persons that were encountered during the outreach were either connected into community support services or have received follow-up case management outreach.

EVICTON PREVENTION FY07

Program*	Eviction Prevention Activities Awarded	Amount of Funds Expended	Number of Households Served
HCAA **	250	\$124,356	250
Inner County Outreach	12	\$4,000	12
Salvation Army	52	\$20,667	52
St. Joan of Arc	133	\$10,200	133
Totals	447	\$159,223	447

*Data for programs, with the exception of St. Joan or Arc, pulled from the Harford County Homeless Management Information System (HMIS).

** Included state HPP and ESG funds as well as local department of Social Services Funds.

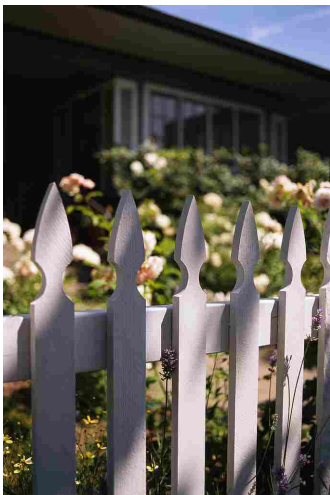
TBRA

The Department of Community Services provides funding to support the Tenant Based Rental Assistance (TBRA) Program. The TBRA program provides 35 housing vouchers to low-income single mothers and homeless individuals in our community. The clients receiving a voucher work with a case manager linking into mainstream services which help develop education and/or job skills; budget and credit repair; and work to set goals that will ultimately lead to self-sufficiency.

INNER COUNTY OUTREACH (ICO)

A faith based nonprofit located in Aberdeen, works to serve the low-income families of Harford County, primarily along the Rt.40 Corridor. ICO strives to address multiple issues single-parent households struggling with poverty deal with. Through the following programs ICO continues to be a strong partner in the community.

- **Summer Camp Program** provides safe structured care for low-income households between June and August each year. The parents are given the opportunity to “earn” the ability to send their children to camp.
- **Case Management** offered through the Single Mothers Program helps single mothers identify and set personal and family goals as they work on issues related to education and/or job readiness; life management skills; as well as budget and credit repair.
- **Tenant Based Rental Assistance Program** provides eligible low-income single mothers a 1-year voucher to access housing as they work on self-sufficiency. The program requires the client to participate in developing a comprehensive step-by-step plan and work with a case manager as they work to achieve the goal of self-sufficiency. If the client has made significant accomplishments in her goals, the voucher can be extended for a second year.
- **Eviction Prevention Program** provides eligible low-income residents up to \$100 to help avoid eviction one time a year.
- **Service Linked Housing Program** offers case management services to work with eligible low-income residents to maintain housing by linking them into mainstream services in the community.
- **Affordable Homeownership Program** – ICO, as a HUD certified Community Housing Development Organization (CHDO), develops affordable housing and works with eligible low-income citizens to achieve the goal of homeownership.



SERVING AFFORDABLE, ACCESSIBLE AND LIVEABLE HOUSING

Last year, BNI, our fair housing provider, conducted 6 sales and 27 rental tests in Harford County. No incidences of discrimination were found.

FAIR HOUSING INITIATIVES

In 2007, the Department of Community Services contracted with Baltimore Neighborhoods, Inc. to provide fair housing education to groups at the Department of Social Services W.A.G.E. Connection, the Arc Northern Chesapeake Region, and the Harford County Public Schools Future Link program, a post-secondary program for students with disabilities.

Harford County's Department of Community Services continues to meet regularly with other local jurisdictions in the Baltimore Metropolitan Region to plan an update to the regional analysis of impediments.

Harford County continued targeting its **HOME REHABILITATION LOAN PROGRAM** to expand the supply of existing housing stock for the low- to moderate-income. In FY07, the County utilized \$220,275 of HOME funds. At the end of the fiscal year, 14 owner-occupied, income eligible homes were rehabilitated.

The **SETTLEMENT EXPENSE LOAN PROGRAM (SELP)** provides direct financial assistance of up to \$5,000 to income eligible first-time homebuyers in Harford County to assist with settlement expenses associated with a home purchase. In FY07, Harford County utilized \$40,000 of HOME funds and a county match to fund this program, and created 19 first-time homebuyers.

AMERICAN DREAM DOWNPAYMENT INITIATIVE (ADDI) PROGRAM provides direct financial assistance of up to \$10,000 to income eligible first-time homebuyers in Harford County to assist with settlement expenses associated with a home purchase. In FY07, a total of 7 loans were made to create 7 new homebuyers.

COMMUNITY HOUSING DEVELOPMENT ORGANIZATIONS (CHDO)

Harford County currently has two Community Housing Development Organizations: Habitat for Humanity, Inc. and Inner County Outreach, Inc. These organizations work toward the county's mission to develop and ensure the affordability of the housing stock and safe housing for purchase and/ or rental by low- to moderate-income persons residing or working in Harford County.

- In FY07, Habitat continued its mission by the process of acquiring infill lots as well as doing pre-construction activities with \$192,000 in HOME CHDO allocations.
- Inner County Outreach, Inc. is in their 3rd year of continuing CHDO activities for FY07. In FY07 their HOME CHDO allocation was \$156,835 — from CHDO proceeds from a previous transaction the year before. Inner County Outreach has undergone some staff changes and is combining its FY07 and FY08 funding to purchase properties in late 2007.

TENANT-BASED RENTAL ASSISTANCE (TBRA) PROGRAM

Harford County utilizes HOME funds to implement a tenant-based rental assistance program that provides housing assistance to victims of domestic violence, mentally disabled individuals and households currently on the Section 8 waiting list. Participants agree to take part in an authorized case management program. In FY07, 30 Harford County households received case management services and assistance in leasing a rental unit.

HOUSING – ACCESSIBLE RAMPS PROGRAM

Three ramps were constructed for low-income homeowners and renters by Rebuilding Together. Through the Emergency Repair program, also by Rebuilding Together, a total of six homes received emergency repairs.

WASHINGTON COURT

Community Services negotiated an agreement with a master developer for the redevelopment of Washington Court, a 28-acre blighted site in the Edgewood community. A total of \$58 million was invested in the redevelopment of the community. When complete, 51 buildings will have been removed and new infrastructure, roads, storm water management and open space will be incorporated. A total of 288 units (single family, town home and senior housing), and 101 affordable senior housing units will be created as a result.

HOMEcoming INFRASTRUCTURE IMPROVEMENTS

This is a currently ongoing project to create a subsurface drainage system for the Homecoming Project, Inc. building, to repair the basement so that it no longer floods. Homecoming Project, Inc. is a non-profit halfway house for women in recovery from alcohol and drug addictions.



SERVING THROUGH COMMUNITY INVOLVEMENT

FUNDING

The Harford County Department of Community Services provided \$8,342,376 in local, state and federal funding for a variety of services: senior services, at-risk youth, drug prevention programs, low-income and homeless services, disabilities and transportation. From the Senior Health Insurance Program and Caregivers Support to Partnership for Families and Big Brothers/Big Sisters; from Drug Free Community Support and Rebuilding Together to The Arc of Harford County, Emergency Food Assistance and a Transportation Coordinator initiative; the Department of Community Services is committed to our community and dedicated to providing services to meet the needs within our county.

2007 COMMUNITY SERVICES PROGRAM FUNDING

Programs and Services	Local Funding	State Funding	Federal Funding	Total Funding
Senior Services	299,989	604,877	738,120	1,642,986
Youth and Drug Prevention Programs	389,000	508,388	193,221	1,090,609
Low Income, Disabilities & Homeless Programs	873,624	140,860	2,037,733	3,052,217
Community Programs	19,000	17,613	251,754	288,367
Transportation	514,124	754,869	999,204	2,268,197
Total Funding	2,095,737	2,026,607	4,220,032	8,342,376
				\$8,342,376

VOLUNTEER PROGRAMS

VOLUNTEERING

Volunteer Connection matches volunteers to community projects in need. Over 400 exciting volunteer positions are available and can be accessed at www.harfordcountymd.gov/volunteer. In FY2007, 4,627 volunteers were referred to 460 organizations.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

RSVP personally assists individuals age 55 and older in finding meaningful volunteer experiences. In FY2007, 60,478 service hours completed by 687 volunteers were documented by seniors and short-term projects in Harford County.

FAITH-BASED AND COMMUNITY RESOURCE FAIR

The 6th Annual Fair drew over 400 people, including nearly 100 non-profit exhibitors. Nearly 70 people, representing 20 different churches, gathered for the Faith Partner's Brunch to discuss substance abuse prevention and intervention.

FAITH PARTNERS TRAINING

Utilizing the RUSH Institute, ODCP trained 50 individuals from 12 different faith-based organizations in "Faith Partners" training dealing with alcohol and drug prevention and intervention.

KIDS C.A.N. (CARING ADULT NETWORK OF MENTORS)

Kids C.A.N. is a school- and community-based drug prevention project targeting youth ages 9-13. The unique and highly effective feature of Across Ages is the pairing of older adult mentors (55+) with young adolescents. 175 local children have been mentored by 150 volunteers in our community.

CELEBRATING FAMILIES

ODCP, along with FACE-IT and the Circuit Court Family Drug Court Program, joined together in the Celebrating Families program. This program is proven to assist parents in their recovery so they can regain custody of their children.

Y.E.S. CONFERENCE (YOUTH EMPOWERED TO SUCCEED)

Over 160 children, grades 4-12, and 50 adults attended the second annual conference, entitled "It's My World, My Life, My Choice," where they had their choice of workshops on such topics as money management, drug use and abuse, and tactics relating to achieving goals and dreams. The adults attended informational sessions on topics such as "Raising Children in the 21st Century" and "Equipping Your Child for Success."

HARFORD'S MOST BEAUTIFUL PEOPLE AWARDS - 21ST ANNUAL

This year 50 Harford County residents were nominated as Harford's "Most Beautiful People," as local "unsung heroes" who selflessly assist those around them. Each year nominations are accepted for those people who continuously contribute their time and talent to enhance the quality of life and community spirit in Harford County. The awards ceremony is a special program hosted by County Executive David R. Craig in early October. Over 500 people were in attendance. Each year, one of the nominees is chosen to represent Harford County as Harford's Most Beautiful person.

BRAC NON-PROFIT CONFERENCE

Over 130 people attended the first-ever conference on BRAC geared toward the non-profit community. Held at the Bel Air Church of the Nazarene, the conference, entitled "Be Part of the Future: What BRAC Means for our Non-Profit Community," provided an occasion for area non-profit groups to gain an understanding of future opportunities resulting from BRAC. Featured areas included BRAC 101, Youth Services, Recreation, Religion, Cultural, Fundraising and Volunteerism.

EDGEWOOD ALLIANCE

The Edgewood Alliance is an umbrella organization for groups active in the Edgewood community to provide planned community development activities for Edgewood and Harford County residents. Events in 2007 included the Summer Movie Series, *Fresh Air Flicks*, a three-part free family-oriented film series held at the Boys & Girls Club, held June-August; a Family Dinner Night held in November; and the Community Tree Lighting in December at the MARC Train Station, featuring entertainment by local schools, children's ornament making and sing-along carols. A Crab Soup Cook-Off Festival is slated for Fall 2008.

EMERGENCY PREPAREDNESS

The Department of Community Services coordinates the training and activation of mass care sheltering, spontaneous volunteers in times of disaster and donations management. The department also coordinates the training of citizen volunteers who assist neighbors in the event of an emergency.

The Department provided education and outreach to the community through the following:

- Developed a Crisis Response Team tabletop and trained mental health providers on how to respond to citizens in times of a disaster.
- Conducted a mass care sheltering drill by setting up a shelter at Harford Technical High School. Recruited and managed volunteers in this half day drill. Volunteers from the disabilities community were active participants.
- Developed a Community Emergency Response training to be held at the Harford Community College as part of their non-credit curriculum. Members of the public are trained on how to take care of themselves as well as take care of their neighbor.
- Developed a church-based Community Emergency Response Training at Mountain Christian Church. Members of the church were trained on how to take care of themselves as well as other members of their congregation in times of disaster.
- Provided training and outreach to the public on pandemic influenza.
- Provided training and outreach to the public on basic emergency preparedness.
- Persons with disabilities participated in county emergency preparedness exercises and provided input to first responders.



The Department of Community Services joined forces with the Office of Mental Health/Core Service Agency to create a **DISASTER ASSISTANCE TEAM** to respond to emergency events and help individuals affected by house fires and other related disasters.

In 2007, the Disaster Assistance Team and hotline workers have responded to:

- **12** fire incidents
- **97** persons involved
- **24** households (mostly extremely low-, low- or moderate-income)
- **511** crisis telephone calls

SERVING THROUGH OUR COMMISSIONS

HARFORD COUNTY COMMISSION ON DISABILITIES

The Department of Community Services works to ensure that people with disabilities are afforded the same rights, services and opportunities as people without disabilities.

The Harford County Commission on Disabilities was established in 1995 to serve as the voice of the disability community in Harford County. Members are appointed by the County Executive, with the approval of the County Council. The Commission is dedicated to helping the more than 29,000 Harford County citizens with disabilities participate fully in our community.

LEGISLATIVE PROCESS

An online legislation guide helps identify and explore the issues and communicate with elected officials.

EMPLOYMENT

In October 2007, the Harford County Commission on Disabilities hosted its annual employment awards luncheon at the Maryland Golf and Country Club in Bel Air. The event celebrated the accomplishments and achievements of people with disabilities who overcome obstacles in their pursuit of excellence.

INFORMATION AND REFERRAL

The Commission on Disabilities received and responded to 289 requests for information and referral services in 2007.

THE COMMISSION ON DISABILITIES

Susan F. Austin
Amy A. Axel
Nicole B. Biggs
Deborah A. Braam, Chairperson
Angela D. Barnett
Robert L. Coen
Alvin Q. Ellison
Dion F. Gunthrie, County Council
Kathleen M. Halliday
Gilbert F. Kennedy, III, Vice-Chair
Laurie A. Kwidorowicz, Vice-Chair
Tracy A. Moore
Andre L. Sconion, Student Rep.
Stephen W. Sopol
Marc J. Weinstein

ACCESSIBILITY

ACCOMPLISHMENTS

Members of the Commission serve as the Disability Advisory Group to the Maryland Codes Administration, reviewing and commenting on requests for waiver of the Maryland Accessibility Code.

The following **ADA UPGRADES** took place in response to the Commission's Accessibility Surveys of County Facilities:

- Harford County Circuit Court: accessibility upgrades to restrooms
- Ramp added to the front entrance of Joppatowne High School
- Accessibility upgrades to the Liriodendron planned for FY2008

OUTREACH & EDUCATION

The Commission on Disabilities sponsored nine (9) disability-related educational programs to 252 participants and five outreach activities to 445 citizens. The Commission's web page "Spotlight on Services" highlights a different local service provider monthly.

HARFORD COUNTY COMMISSION FOR WOMEN

The Commission for Women works to promote the economic, social and political equality of women and strives to be the visible resource for women in Harford County.

In 2007, the Commission increased the number of scholarship awards for girls and women seeking post-secondary education. They awarded eight scholarships ranging from \$500 to \$750 – five awards were made to high school seniors who were accepted at colleges/universities, and three to women who were returning college students.

COMMISSION FOR WOMEN

Melissa Barnickel
Shirley Brunkhorst
Amy E. Carlson, Chairperson
Mary F. Cogley
Jane Howe
Bernadette Low
Diane Schmittinger
Jennifer Sekowski
Deborah Starr
Carol Taylor
Lisa Little

2007 COMMISSION FOR WOMEN SCHOLARSHIP WINNERS

Danyelle Barnes
Jacqueline Cook
Katlyn DeGraw
Hope Greenleaf
Gina Hope
Kristin Jones
Lynn Walters
Chiwiy Webster

HUMAN RELATIONS COMMISSION

The Department of Community Services' Human Relations Office acts as a liaison on human relations matters between Harford County Government, various governmental and private agencies and the local community.

The Human Relations Commission is an advisory board formed under the County code to study the nature and causes of social friction in the community and to make recommendations to the County Executive and County Council with a view toward alleviating social problems and promoting equality, understanding and harmonious relations among the citizens of the county.

2007 GOOD NEIGHBOR AWARD WINNERS

Thirty-one (31) organizations received recognition of their voluntary service in providing programs and services that strengthen and unite neighbors, neighborhoods and communities, and improve community infrastructure and support the underserved.

THE MINORITY AND WOMEN BUSINESS OWNERS LUNCHEON (held in October) is designed to provide vibrant entrepreneurs the opportunity to discuss with the County Executive and his staff those challenges faced by local minority- and women-owned businesses and how Harford County as a community can ensure that such businesses prosper. The luncheon is a forum for an open exchange of ideas between the minority and women business owners and Harford County government.

Currently, the Human Relations Commission is developing a **TRAINING PROGRAM** for county employees dealing with harassment; this program accomplishes the same goals as Respect in the Workplace: Avoiding Discrimination.

THE HUMAN RELATIONS COMMISSION

Wendell Baxter, Jr., Chair
Cathy R. Price, Vice Chair
Brenda Y. Greene-Hinton, Financial Officer
Luba Chliwniak
Monica T. Contee-Brown
Jane Howe
Bruce D. Lewis, Jr.
Robert J. Mercado
Gladys B. Pace
Christina R. Presberry
Jansen M. Robinson, Jr.

JOSEPH BOND/MARTIN LUTHER KING HUMANITARIAN AWARD WINNERS

Each year organizations and individuals who work to make Harford County a better place by alleviating social problems, and promoting equality, understanding and harmonious relations are recognized by the Human Relations Commission and the Department of Community Services.

2007 JOSEPH BOND/MARTIN LUTHER KING HUMANITARIAN AWARD WINNERS

Wendell G. Baxter, Jr.
Government Award
Rev. Dr. Herman M. Williamson
Faith Community Award
Rite Aid Mid-Atlantic Distribution Center
Business Award
Emery Corey
Community Award

SERVING *TRANSPORTATION*

A goal of the Department of Community Services is to provide dependable and effective transportation to the county's transit-dependent population by connecting population centers.



Harford Transit provides public and specialized transportation services in Harford County. Services include 10 public bus routes operating Monday through Friday, as well as curb-to-curb service for the elderly and persons with disabilities. Bus transportation within the county enables those without access to automobile transportation to reach places of employment, education, medical treatment and commerce.

This year, the Department took on the coordination of the **COMMUTER ASSISTANCE AND RIDE SHARE PROGRAM.**

SERVICES PROVIDED

The Harford County Rideshare/Commuter Assistance Program provides transit and customized rideshare information to Harford County residents. This information includes:

- Mass Transit Administration transit services including the MTA Commuter Bus Service (subcontractor – Dillon's Bus Service)
- MARC Train
- AMTRAK
- 15 Park and Ride Lot locations
- Vanpool and Carpool ridesharing options
- Telecommuting Options
- Harford Transit (HT)
- MTA/MWCOG- sponsored ride-matching service



In addition, the program assists employers and citizens with numerous transportation programs including tax credits, reverse commuting, and transportation management associations. It offers commuting alternatives and information on incentives to employees and distributes information and resources regarding commuting alternatives and ridesharing incentive ideas and plans to local businesses.

As a low cost management strategy designed to make the existing highway transportation system work more effectively, rideshare contributes to the goals of relieving congestion on highways, maximizing fuel efficiency, and reducing air pollution levels. The ultimate goals of Harford County's program are to increase the number of commuters carpooling and vanpooling to work as well as conducting educational outreach activities aimed at both the private and public sector. Concurrently, mass transit is promoted as a viable alternative resulting in an increase in the number of persons using public transportation.

TRANSIT STATS

In 2007, Harford County provided transportation for 301,261 passengers.

HARFORD TRANSIT operates a fixed route bus system serving population centers in Havre de Grace, Aberdeen, Bel Air, Edgewood and Joppa and points in between.

Harford Transit operates **ten public bus routes** serving Harford County and beyond.

Use Harford Transit to travel to Aberdeen, Abingdon, Bel Air, Edgewood, Havre de Grace, Joppatowne, Perryman, Riverside, Johns Hopkins Hospital, Eastpoint Mall and White Marsh Mall. Use Harford Transit to link with MTA's Flyer and MARC Train services to Baltimore and Washington, D.C.

Riders Welcome.



Each May the Harford Commuter Assistance Program promotes May as Clean Commute Month. Planned activities showcase a Bike to Work Day Rally, Clean Car Clinics at all Senior Activity Centers and commuter bus stop appreciation activities. In 2007, Harford County came in second in the state with 147 Bike to Work Day registrants. Harford County had the most Clean Car Clinics (four total) and served 65 seniors. Additionally, more than 300 goody bags were distributed to our bus commuters at various bus stops throughout the county.

DEMAND RESPONSE TRANSPORTATION

In 2007, Harford County provided 30,385 rides for elderly and disabled passengers. This curb-to-curb service assisted citizens with reaching doctors' appointments and medical treatments.

TRANSPORTATION FOR INDIVIDUALS WITH DISABILITIES

- A subscription bus service made 6,156 trips transporting individuals with disabilities to day programs and employment.
- Travel Training for individuals with disabilities. In 2007, 36 individuals received travel training to use Harford Transit buses to get to work.
- A multimedia travel training program, including a non-text based training manual and an information brochure was produced and is being utilized by individuals and service organizations.

PROVIDING MORE EFFECTIVE TRANSPORTATION

Many human service providers for the disabled found themselves duplicating the same transit paths each day. The duplication of routes was inefficient and expensive for the providers and Harford Transit. By bringing together consumers, providers and members of the Commission on Disabilities, a coordinated project to create an efficient plan to meet the transportation needs of individuals with disabilities was created. The effort resulted in a Transportation Coordinator helping individuals with disabilities use Harford Transit to get to work and to remain independent.

"YOU CAN RIDE...HARFORD TRANSIT" TRAIN THE TRAINER TRAVEL TRAINING CURRICULUM

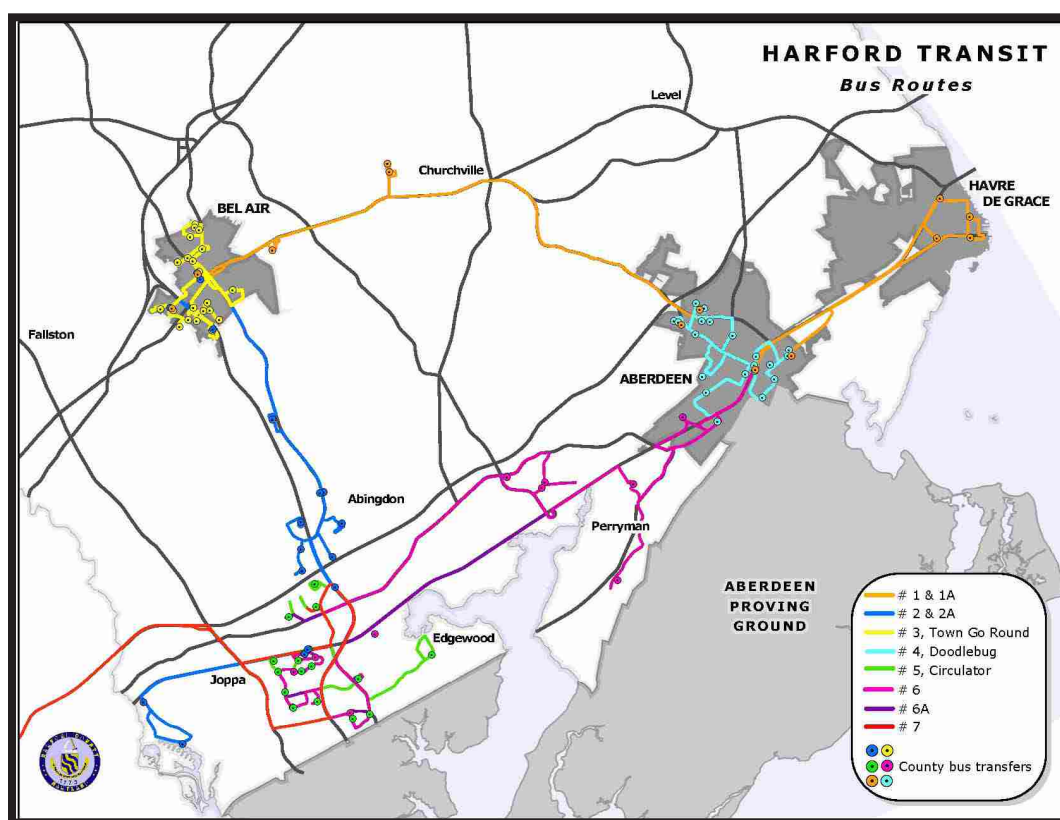
This curriculum is designed to train agency and program staff, support group members, and faith-based organization leaders to teach individuals and small groups to use Harford Transit fixed bus routes. The training is meant to be interactive and to address the participant's own lack of familiarity with public transportation. Participants will learn about Harford Transit, how to use bus schedules to plan a

trip and to teach their clients/constituents to use the bus to travel to employment, shopping, medical appointments, etc. Participants will come away from the training with electronic copies of individualized schedules and other handouts to use when they train their client to use the bus.

BEL AIR TOWN-GO-ROUND

In October 2007, Harford Transit added three new stops to the Bel Air Town-Go-Round (Bus Route 3) to alleviate traffic and accommodate the new senior communities of Hearthstone at Village Square, Hearthstone at Moores Mill Crossing, and Kings Crossing.

HARFORD TRANSIT BUS ROUTES



SERVING OUR COMMUNITY

NEW EVENTS IN 2008

- Expo 2008 for Transitioning Youth (winter)
- Housing Conference (spring)
- Athena Awards (spring)
- Community Development Training (spring)
- Non-Profit Conference (spring)
- Transit's Rideshare Program
- Transit's Bus Redesign Project
- Edgewood Alliance - launching new community events throughout 2008

AND MUCH MORE, INCLUDING OUR RECURRING ANNUAL EVENTS.

To learn more about how we are continuously Serving our Community, visit us at www.harfordcountymd.gov/services.

Harford County
DEPARTMENT OF COMMUNITY SERVICES

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This document is available in alternative format upon request.

